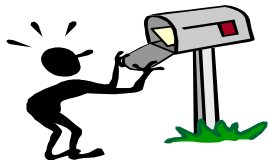


FOR CASH PROGRAMS
You may qualify for an exemption from EBT or for a stagger day change



EXEMPTIONS FROM USING EBT FOR CASH

You may qualify to receive a check in the mail on the first of the month if:

- You are age 65+;
- You are disabled;
- You have limited access; or
- Other qualifying hardship reasons.



STAGGER DAY CHANGE REASONS

You can receive your cash benefits on the 1st if:

- You live In Public Housing (not Section 8 Housing);
- You have an eviction threat or landlord hardship (for example, late fees);
- You have monthly bills (for example, bus pass, child care, car insurance, etc.) that are due before your stagger day; or
- You have other hardship reasons.

If you meet any of the above conditions, be sure to let your Eligibility Worker know as soon as possible.

COUNTY OF LOS ANGELES/DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS)
ELECTRONIC BENEFIT TRANSFER (EBT)
PRIVACY POLICY

WHAT INFORMATION DOES DPSS GET?

Each time you use your EBT card, DPSS only gets the following information about you:

The date and time your card was used, if the card was used for cash or Food Stamps, where you used your card, and the amount of cash or Food Stamps used.

The store does not tell DPSS what you bought. The EBT system does not receive information about what was purchased and is not linked to store customer club/reward cards.

WHAT DOES DPSS, CALIFORNIA DEPARTMENT OF SOCIAL SERVICES, THE UNITED STATES DEPARTMENT OF AGRICULTURE, AND THE DISTRICT ATTORNEY DO WITH THE INFORMATION?

The Government uses this information to:

Pay the store/bank for the money, food, or other items received from them, identify and resolve problems reported by you or the store/bank/check cashier, look at specific store or participant patterns of EBT card usage for possible store or participant fraud, prepare reports used for accounting and managing of the EBT System, and determine if there are enough places for you to get your benefits in your neighborhood.

With two exceptions, DPSS will not use this information to determine if you are eligible for aid or the amount of aid you will receive.

The two exceptions are:

1. If you receive General Relief and you do not use your EBT card for two months, your case will be terminated.
2. If you do not use your EBT account for 90 days or more, you may not be able to get your benefits easily.

Information about you **will not** be given to retailers or advertisers.

Information about you **will not** be given to the Bureau of Citizenship and Immigration Services (BCIS).

**IF YOU HAVE QUESTIONS ABOUT THIS PRIVACY POLICY
CALL 1-877-481-1044 OR CONTACT YOUR ELIGIBILITY WORKER.**

FOR MORE INFORMATION ABOUT EBT, VISIT OUR WEB SITE AT: www.ladpss.org



EBT TIPS

**(ELECTRONIC BENEFIT
TRANSFER)**



PROTECTING YOUR EBT CARD

- Keep your card in a safe place.
- Do **not** let anyone use your card without your permission.
- Do **not** write your PIN on your EBT card.
- Do **not** keep a written record of your PIN in the same place as your EBT card.

KEEP YOUR EBT ACCOUNT INFORMATION PRIVATE.

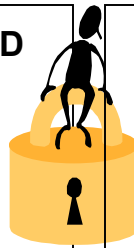
Lost or stolen cards MUST be reported immediately to the Customer Service Center. If your benefits are stolen before you report your card missing, your benefits will not be replaced.

Please call Customer Service for FREE, 24 hours a day/ 7 days a week:
1-877-328-9677

TTY: 1-800-735-2929
(Telecommunications relay service for hearing/speech impaired)

- If your card is lost or stolen, call Customer Service right away. They will put a lock on your card and tell you how to get a new card.
- It may take up to 3 business days to get a new card.

ATM - Automated Teller Machine
EBT - Electronic Benefit Transfer
PIN - Personal Identification Number
POS - Point of Sale



WALK-UP ATMs

- If you see or sense suspicious persons or circumstances,
 - Do **not** use the ATM; or
 - If you are in the middle of a transaction, cancel it, leave the area, and come back later, or use an ATM at another location.
- When using a walk-up ATM, do not leave your keys or valuables behind in the car and **NEVER** leave your car engine running.
- Have your EBT card ready - avoid having to go through your wallet or purse to find your card.
- When waiting in line, stand well behind the person in front of you. If someone is too close to you, ask him or her to step back.
- Make sure no one can see you enter your PIN at the ATM; block the view of other people by standing directly in front of the PIN keypad.
- Do not count or show your money at the ATM. Put your cash, card and receipt away quickly and count it later.
- To protect your EBT account, take your receipts or transaction records with you.



ATM SAFETY TIPS

If you notice anything or anyone acting suspicious, use an ATM at another location or return later.

Lock your car and have your card ready.
Block the keypad while entering your PIN.
Do not count or show your money at the ATM. Put your cash, card and receipt away quickly and count it later.

Remember:

If your benefits are stolen before you report your card missing, your benefits will not be replaced.

USING THE ATM AT NIGHT



- **Be aware of your surroundings.**
- Park in a well-lit area.
- If the lights around the ATM are not working, do not use it. If bushes or trees block your view, go to an ATM at another location. Notify the ATM owner of unsafe conditions.
- Take someone with you, if possible.

If you use the ATM after dark, use an ATM or a POS machine inside an open business, like a grocery store.

DRIVE-UP ATMs



- Always lock your car doors.
- Be sure your passenger windows are rolled up and doors are locked.
- Keep your car running while making your transaction.



Report all ATM crimes to the local police or Sheriff's Department.

You Can Get Your Cash Benefits at NO Cost

SAVE MONEY - KNOW THE FACTS!

By knowing the **Facts** about your EBT card, you can get ALL of your cash benefits each month without paying transaction fees or surcharges!

HOW TO AVOID PAYING TRANSACTION FEES?

DON'T go to an ATM more than four (4) times a month! All ATMs can give you at least \$200 at one time; many can give you \$500 or more at one time.

THERE ARE NO TRANSACTION FEES TO USE YOUR EBT CARD AT A STORE POS MACHINE.

- **CASH-ONLY WITHDRAWALS.** Many supermarkets will let you make a free cash withdrawal with your EBT card. Often you don't even need to make a purchase.
- **PURCHASES.** Make purchases directly with your EBT card at participating stores without using cash.
- **PURCHASES WITH CASH-BACK.** Get cash-back when you make a purchase with your EBT card, instead of using ATMs.
- **BUY A MONEY ORDER WITH YOUR EBT CARD TO PAY YOUR BILLS.** Many stores sell money orders. Money orders are safe and inexpensive, but there is a small fee to buy a money order.

HOW TO AVOID PAYING SURCHARGES?

Ask your Eligibility Worker for a list of ATMs and stores where you can get your cash benefits, or visit our web site at www.ladpss.org. The list is divided by zip code and shows you if you have to pay a surcharge to get your cash benefits.

SIGN UP FOR DIRECT DEPOSIT.

You can have your cash benefits deposited directly into your bank or credit union account. Ask your worker for more information.